

Notes from Open Space Topic Convenors

What was your topic or practice?

Implementing a healing environment/program in a large health system.

What were major discussion points?

- Taking action to begin process for change
- Defined job description for volunteer for this program in single facility to start.
- Contacted the highest health leader in the region to endorse program across the system
- Researched another organization (St. Charles) for model that worked
- Healing, Accountability–Done in tandem
- Sold this by bringing someone in, getting leadership interest, getting them to try it
- Accountability model works with different pieces of the same system

What did you learn?

- You must phrase this in a way that people understand it.
- Focus on individual and their accountability.
- Performance based measurement of teams.
- Must have teams with shared sense of vision.
- Until you get agreement, it's hard to get accountability.
- Leadership must provide clarity.
- Don't necessarily go for buy-in; go for involvement.
- You're not trying to establish an organization of equality.
- Communication should come through good website or newsletter.
- Show statistics of your progress.

Whom should we contact for more information?

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Who helped create this new practice?